

CITY OF MILPITAS
Revised: 9/8/91
Established: 6/85
EEOC: Office and Clerical
UNIT: MSA
FLSA: Non-Exempt
Physical: 1

PUBLIC SERVICES SUPERVISOR

DEFINITION

Under direction, supervises and manages a centralized clerical support system including setting priorities, coordinating work activities, assigning and checking work performed, and evaluating assigned staff; provides direct support and assistance to the public; and provides difficult, technical or specialized office and administrative support to staff in assigned area of responsibility.

DISTINGUISHING CHARACTERISTICS

This is the full supervisory level in the Public Services Assistant class series. Incumbents receive direction from a department head, and are responsible for planning, organizing, supervising, reviewing and evaluating the work of a group of public services support employees. The work also includes performance of difficult, technical or specialized office and administrative support work.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Supervise and manage a centralized clerical support system.

Assign work activities to assigned staff; set priorities, coordinate work assignments and review work for accuracy.

Supervise, train and evaluate assigned staff.

Handle and resolve personnel and office problems.

Serve as liaison between departments, divisions and assigned staff.

Perform administrative duties within the clerical support system; supervise the ordering and storage of appropriate supplies; monitor budget as assigned; recommend improvements in work flow, procedures, and use of equipment and forms.

CITY OF MILPITAS
Public Services Supervisor (Continued)

EXAMPLES OF DUTIES

Apply and interpret departmental rules, policies and regulations in response to inquiries from City staff and the general public.

Initiate and maintain a variety of files and records.

Provide direct support to the public; process plans and permits; compute and collect fees due; provide general information regarding policies and procedures relative to assigned area of responsibility.

Reconcile City bills as assigned, such as bills for telephone service, street lighting and asphalt; maintain appropriate records.

Type a variety of written material from handwritten copy; operate work processing equipment as assigned.

Compose correspondence and written materials using individual judgment with only general guidelines provided.

Research, compile, calculate and analyze data for special projects and various reports.

Maintain and/or update a variety of records and logs.

Operate a variety of office machines including work processing and data processing equipment as assigned.

QUALIFICATIONS

Knowledge of:

- English usage, spelling, grammar and punctuation.
- Modern office methods, procedures and equipment including word processing and data processing equipment as assigned.
- City and departmental rules, regulations and procedures.
- Fundamental principles of bookkeeping, record keeping and filing.
- Business letter writing methods and format.
- Principles and practices of supervision, training and evaluation.

Skill/Ability to:

- Organize, schedule, assign and review the work of others.
- Supervise, direct, train and evaluate assigned clerical staff.
- Set priorities and coordinate the work of staff.
- Communicate effectively, orally and in writing.
- Interpret and administer policies and procedures relative to support staff operations; make recommendations for improvements.

CITY OF MILPITAS
Public Services Supervisor (Continued)

Skill/Ability to:

- Maintain and prepare appropriate records and reports.
- Operate work processing and data processing equipment as assigned.
- Establish and maintain effective working relationships with City staff, assigned clerical support staff, and the general public.
- Work independently under general guidelines and make decisions without immediate direction.
- Compose correspondence independently.

EDUCATION AND EXPERIENCE

Any combination of education and experience that would likely provide the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills is:

Equivalent to three years of increasingly responsible office support or clerical experience comparable to that of a Public Services Assistant II in the City of Milpitas.

Approved by:

City Manager

Date

Human Resources Director

Date

AS95/L